

## DTS Enterprise Incident Report

As of 8/1/2011

AGRC

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
AGRC	16	2	18
	3	0	3
Customer Company Total	16	2	18
	3	0	3

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
AGRC	16 9	2 0	18 9
Customer Company Total	16 9	2 0	18 9

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
AGRC	16 2.36	2 0.15	18 2.12
Customer Company Total	16 2.36	2 0.15	18 2.12

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
AGRC	16	2	18
	5	2	7
Customer Company Total	16	2	18
	5	2	7

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
AGRC	16 3.52	2 394.51	18 46.96
Customer Company Total	16 3.52	2 394.51	18 46.96

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## Detail

<b>INC000000309107</b>	Michael Foulger	Application	Error	None		TIR Missed: No	TIR: 0.30
	Campus Networking	Jordy Davis	AGRC	Medium	Closed	TTR Missed: Yes	TTR: 394.51
<b>INC000000309107</b>	Michael Foulger	Application	Error	None		TIR Missed: No	TIR: 0.00
	Campus Networking	Jordy Davis	AGRC	Medium	Closed	TTR Missed: Yes	TTR: 394.51
<b>INC000000341609</b>	Steven Gourley	Server	None	None		TIR Missed: Yes	TIR: 4.80
	Capitol Hosting	Matt Dunlap	AGRC	Low	Closed	TTR Missed: No	TTR: 4.80
<b>INC000000341614</b>	Steven Gourley	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.10
	Capitol Desktop Support	Scott Wunderlich	AGRC	Low	Closed	TTR Missed: No	TTR: 0.40
<b>INC000000345349</b>	Scott T Davis	Server	Performance	None		TIR Missed: Yes	TIR: 5.50
	Capitol Hosting	Shawn Lowry	AGRC	Low	Closed	TTR Missed: Yes	TTR: 6.18
<b>INC000000347648</b>	Matt Peters	Server	Error	None		TIR Missed: No	TIR: 0.56
	Capitol Hosting	Joe Benson	AGRC	Low	Resolved	TTR Missed: No	TTR: 0.69
<b>INC000000348289</b>	K Kelly Green	PC/Laptop	Virus	None		TIR Missed: Yes	TIR: 1.23
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: Yes	TTR: 6.86
<b>INC000000348819</b>	Matt Peters	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.17
	Help Desk	Sarah Johnson	AGRC	Low	Resolved	TTR Missed: No	TTR: 0.36
<b>INC000000349335</b>	Matt Peters	Server	Error	None		TIR Missed: Yes	TIR: 13.59
	Capitol Hosting	Conn Peterson	AGRC	Low	Resolved	TTR Missed: Yes	TTR: 13.59
<b>INC000000349600</b>	Zachary Beck	Network	Error	None		TIR Missed: No	TIR: 0.74
	Capitol Hosting	Matt Dunlap	AGRC	Low	Resolved	TTR Missed: No	TTR: 1.59
<b>INC000000349910</b>	Matt Peters	Application	Reporting	None		TIR Missed: Yes	TIR: 5.05
	Capitol Hosting	Patrick Funk	AGRC	Low	Resolved	TTR Missed: Yes	TTR: 6.52
<b>INC000000352105</b>	Matt Peters	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Hosting	Curtis Parker	AGRC	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000352326</b>	Matt Peters	None	None	None		TIR Missed: Yes	TIR: 2.80
	Application Services	Ken Ainge	AGRC	Low	Resolved	TTR Missed: Yes	TTR: 7.36
<b>INC000000352379</b>	Scott T Davis	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	AGRC	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000353055</b>	Steven Gourley	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Hosting	Shawn Lowry	AGRC	Low	Resolved	TTR Missed: No	TTR: 1.96
<b>INC000000353298</b>	Matt Peters	Server	Performance	None		TIR Missed: Yes	TIR: 1.09
	Network Operations	J. L. Flack	AGRC	Low	Resolved	TTR Missed: No	TTR: 1.12

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<b>INC000000353580</b>	Matt Peters	Application	Reporting	Novell GroupWise	TIR Missed: Yes	TIR:	1.02
	Application Services	Martin Gonzalez	AGRC	Low	Resolved	TTR Missed: No	TTR: 1.16
<b>INC000000354311</b>	Scott T Davis	Application	Reporting	None	TIR Missed: Yes	TIR:	1.14
	Network Operations	Kelli Okumura	AGRC	Low	Resolved	TTR Missed: No	TTR: 3.77